

CLIENT SUCCESS STORY

Solving After-Hours Care with On-Demand Telehealth

How Family Health Center of Worcester built a safe, on-demand Telehealth program — improving provider flexibility, patient access, and outcomes.



260

Adult On-Demand Care Requests

42%

Adult Visits Billed as After-Hours Telehealth

62%

Pedi Visits Billed as After-Hours Telehealth

WHO



Federally Qualified Health Center (FQHC) in Worcester, MA. Provides Primary Care, Urgent Care, Dental, Behavioral, and Social services to a diverse and underserved patient population.

- Family Medicine Residency Site
- Multilingual patient population

“The process of working with HealthTalk A.I. to customize our after-hours program has enabled us to develop a solution for safe, effective, on-demand Telehealth care with analytics and QI/QA reporting all included.”



Dr. Rebecca Blumford, MD

Family Medicine Physician, Family Health Center of Worcester

“We have been able to create a simple and streamlined workflow in a very short amount of time that allows our patients to be seen in a timely manner, at any time, without leaving their homes.”



Amanda Ryder

Sr. Application Analyst, Family Health Center of Worcester

THE CHALLENGE

After-Hours Gap & Access Barriers

- **After-Hours Coverage Gap**
After losing coverage handled by medical residents, FHCW urgently needed a new program with provider flexibility as a top priority.
- **Provider Privacy & Flexibility**
Providers needed to deliver Telehealth and E-Visits without sharing personal phone numbers.
- **Language & Billing Complexity**
Communicating in patients' primary languages

HEALTHTALK A.I. APPROACH

Family Health Center of Worcester partnered with HealthTalk A.I., whose AI patient engagement platform includes on-demand “rideshare model” Telehealth capabilities — giving providers complete flexibility while keeping patient access seamless and secure.

On-Demand Telehealth Routing

Multi-Language Patient Outreach

Encounter Tracking & Analytics

RESULTS

Measurable Impact

HealthTalk A.I. helped Family Health Center of Worcester streamline their after-hours Telehealth process — patients are highly receptive to its multi-language capabilities and ease of use (no downloads or login needed).



In the first two months alone, Family Health Center of Worcester achieved:

260 adult on-demand care requests completed in the first two months

42% of adult care requests billed as after-hours Telehealth visits

19 pediatric care requests completed in the same period

62% of pediatric care requests billed as after-hours Telehealth visits

THE APPROACH

How HealthTalk A.I. Solved It

Family Health Center of Worcester partnered with HealthTalk A.I., whose AI patient engagement platform includes on-demand “rideshare model” Telehealth capabilities with the flexibility and customization they needed. The platform connects patients with available providers instantly — no downloads, no login credentials, and full multi-language support.

Provider Retention

Improved by giving providers the flexibility to deliver on-demand Telehealth from anywhere.

Patient Access

Patients seen in a timely manner at any time, without leaving their homes.

ER Diversion

On-demand after-hours Telehealth is keeping more patients out of the emergency room.

THE VALUE REALIZED

Impact on Providers, Patients & Operations

HealthTalk A.I. delivered measurable operational and clinical value for Family Health Center of Worcester. Provider retention improved through flexible participation. Patient satisfaction increased through convenient, language-accessible on-demand care. And the organization gained real-time analytics and QI/QA reporting — all built into the platform.